

We guarantee that our product is free from any damages in materials for a period of 12 (twelve) months from the date of purchase under normal use and service, subject to the terms and conditions stated below.

1. This warranty card is irreplaceable in the event of loss and is non transferable.
2. This warranty only covers our product serviced by our authorised dealers and is valid only in Malaysia.
3. Upon presentation of this warranty card, all defective parts shall be repaired or replaced during the warranty period. TOPAIRE SALES & SERVICES SDN. BHD. reserves the right to make the final decision in the replacement of the said defective parts.
4. This warranty is void, if in the case of split & packaged air conditioners, fan coil or condensing units other than "TOPAIRE" are matched together.
5. The compressor and parts are guaranteed subject to the following conditions.
 - a) Provided that customer's warranty card copy is rubber stamped by our authorised dealer.
 - b) Provided that in the case of all air conditioners, the air conditioners are serviced by our authorised dealer regularly during the full warranty period at the customer's cost. The customer must enclose proof of such routine servicing when lodging a claim with TOPAIRE SALES & SERVICES SDN.BHD.
 - c) Non observance of clauses 5(a) and (b) will render the warranty on the compressor and parts are null and void.
6. Under the following circumstances, parts and compressors will be chargeable even during the warranty period.
 - a) The warranty card cannot be produced when claims are made.
 - b) The warranty card is soiled, altered or otherwise tampered with.
 - c) The serial number of Product unit or compressor has been altered tampered with or removed.
 - d) The Product unit has been tampered with, subject to misuse, negligence and damaged while in transit.
 - e) The Product unit has not been installed, maintained or operated in accordance with instruction given by manufacturer.
 - f) The Product unit has undergone repairs, modifications or connection by persons other than those authorised by TOPAIRE SALES & SERVICES SDN.BHD.
 - g) The damage is caused by wear & tear, corrosion, erosion, or deterioration or used in polluted and corrosive environment or near to seaside.
 - h) The air conditioner has not been serviced or maintained properly and regularly.
 - i) Damages are caused by abnormal voltage or the in-coming power supply is from a generator.
 - j) The damage is caused by fire, lightning and other natural disasters or where damage is due to deviation from recommended application and installation.
 - k) Damage or problem caused by the use of accessories, components or equipments not supplied by TOPAIRE (e.g. Flow switch, strainer, water pump, cooling tower, duct & etc.).

This warranty does not cover any losses and damage caused directly or indirectly by breakdown of our equipment and all other warranties/guaranteed expressed or implied other than those mentioned above.

7. The compressor and parts are guaranteed as below subject to the conditions below:

Compressor	
a) 1HP to 2.75HP	- 5 Years from the date of purchase
b) 3HP	- 2 Years from the date of purchase
c) 3.5HP & above	- 1 Year from the date of purchase
Other Parts	
a) 1HP to 5HP	- 2 Years from the date of purchase
b) 6HP & above	- 1 Year from the date of purchase
Project Sales	
a) Compressor	- 1 Year from the date of purchase
b) Other Parts	- 1 Year from the date of purchase

Within the warranty period stated above, we will supply to the original purchaser free of charge for the compressor found by us to be defective. TOPAIRE SALES & SERVICES SDN.BHD. will bear all labour, gas recharging and transport charges for the 1st year of the guarantee period. From the 2nd year onwards, all the charges will be at the expense of the purchaser.

OWNER'S RESPONSIBILITY

The Owner is responsible for the correct operation and regular maintenance of the equipment listed below. The correction of any non-product's fault or problem is not covered by this warranty.

- a) Operational and maintenance of the equipment in accordance with the operating instructions.
- b) Regular cleaning of the air filter(s) and condensate drainage pipe. Replace damage air filter(s) immediately to prevent dust from clotting the evaporator and cause damage to the unit.
- c) Ensuring that air inlet and outlet on the outdoor unit is kept clear of any obstruction (e.g. dirt, leave, plants & etc.).
- d) Ensuring that additional corrosion protection is applied to the product if it is installed in a corrosive environment (e.g. Industrial pollution, seaside & etc.) For Water-cooled packaged or Chillers, proper treatment of condenser cooling water or chilled water is compulsory.